

Storage Management Tip Sheet

The Storage Management Tip Sheet has been developed to provide you with tools and information to better manage storage utilization at your agency. Please contact your Customer Account Manager (CAM) if you have any questions.

This issue: Understanding the types of backup services available will help your agency choose the right tier for your storage needs.

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At a glance ...

- Backup services are available on all storage tiers (1, 2, and DASD) based upon the customers' requirements. Customers can choose not to back up data on storage tier 2 (CESC only) and DASD, which will exclude these servers from disaster recovery services.
- DR services are not activated unless a disaster is declared by VITA. The time frames for agencies' data covered by DR services to be restored at SWESC is dependent upon the subscribed DR tier.

Replication, backup and disaster recovery (DR)

Replication	<ul style="list-style-type: none">• A continuous process• Updated every few minutes• Data replicated from CESC to SWESC• Only available on Tier 1 storage• <i>If your data is on Tier 1 storage, it does not necessarily mean that the data is covered under DR services</i>
Backup	<ul style="list-style-type: none">• A moment-in-time copy of data• Standard backup process is to copy data at regular intervals – daily, weekly, monthly – and store offsite for a period of time, available for all storage tiers and locations.• “No backup” option available for Tier 2 at CESC and for DASD at agency sites• <i>Having backup does not mean data is covered under DR services</i>
Disaster Recovery	<ul style="list-style-type: none">• Six tiers of DR services available at varying costs• DR data stored only on Tier 1 storage at CESC and replicated to SWESC• If VITA declares a disaster, agency data covered under DR will be recovered at SWESC; how quickly the data is available depends on an agency's DR subscription status• If your agency is interested in learning about DR services or getting assistance with the creation of an IT DR plan, please contact your CAM. Regardless of what services you need, you will be helping reduce the Commonwealth's risk in the event of a catastrophe.

Examples...

The replication method for server data that subscribes to DR services depends upon the subscribed DR tier. For example:

- Only storage Tier 1 data is replicated to SWESC in real time.
 - Storage Tier 1, DR Tier 2: Recovery time objective of 24 hours and recovery point objective of minutes.
- Server data on CESC servers that only have DASD and not SAN storage is replicated to SWESC via disk backup replication once daily.
 - DASD, DR Tier 3: Recovery time objective of 25 hours or more and recovery point objective of 24 hours.
- The lower the storage tier and DR tier, the higher the service rates. For example, Storage Tier 1 and DR Tier 2 have higher rates than DASD and DR Tier 3.

What you can expect next ...

1. Storage Management Tip Sheets on topics such as new technologies in storage management
2. Updates at next AITR meeting on Feb. 9, 2011